National Inpatient Experience Survey

Process guide for hospitals

2024

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National Inpatient Experience Survey Process Guide

Purpose of this document

The purpose of this process guide is to outline the steps involved in compiling and uploading the National Inpatient Experience Survey (NIES) contact datasets to enable timely and accurate administration of the inpatient survey to eligible participants in 2024.

What is the NIES contact dataset?

The NIES contact dataset is an Excel file which contains a list of all patients who are eligible to participate in the relevant iteration of the inpatient survey. It is compiled by nominated persons in each participating hospital and is prepared and transferred in accordance with the steps outlined in this document.

Who is responsible for compiling and uploading the datasets?

A Lead Contact Person and a Deputy Contact Person should be nominated from each participating hospital to manage and fulfil the NIES contact dataset process in accordance with the steps outlined.

Training will be provided to the nominated Lead and Deputy Persons on the process of compiling and uploading the contact datasets.

For support or queries regarding the process, please contact:

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Patient and Service User Experience Unit (PSUE – OPI)
Health Service Executive

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STEP 1

Identify eligible participants from the Patient Administration System using the eligibility criteria guide below.

Inclusion criteria – eligible participants

The table below sets out the criteria for those who **should** **be included**

- be discharged between 00.00 on 1 May and 23.59 on the 31 May 2024

- be aged 16 years and over (patients born before or on 1 May 2008)

- have stayed 24 hours or more in a public acute hospital[1]

- hold a postal address in the Republic of Ireland

Exclusion criteria – ineligible participants

The table below sets out the criteria for those who **should not** **be included**

- deceased patients

- persons under the age of 16 years (patients born after the 1 May 2008)

- obstetrics/maternity service users (gynaecology patients are included in this survey)

- psychiatry patients

- outpatients/day-case patients

- patients who stayed in hospital for less than 24 hours

- patients who reside in a prison institution

- patients who do not have a postal address in the Republic of Ireland.

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[1] To include the time spent in the Emergency Department and/or admitted to a ward, once their stay in hospital was for a minimum of 24 hours.

STEP 2

Compile the NIES contact dataset using the template and checklist provided.

Extract and upload eligible participants' details from the Patient Administration System to an Excel file, as per the fields in the NIES contact dataset:

- a copy of the requirements for the contact dataset, including the data fields and a quality assurance checklist can be found in the corresponding Excel file – please carefully refer to this file and use it to compile your dataset.

STEP 3

Save and title the NIES contact dataset as per the format outlined below.

The NIES contact dataset should be saved and titled appropriately to ensure that the relevant responses are accurately attributed to your hospital.

Please note: a hospital code has been assigned to each hospital (please refer to Appendix 1), which must be used in the filename; if the hospital code is not used, then the relevant responses will not be attributed to your hospital.

A code is added to indicate the week the dataset pertains to (W1, W2 or W3).

Please ensure you put QA (quality assurance) at the end of your filename. This confirms that your dataset has been quality assured and is ready for download.

Files should be titled as follows:

HospitalCode_DDMMYY_WN_QA

For example, on 16th May 2024, Naas General Hospital would title a file as:

- *NGH_160524_W1_QA*

Please note, participation in the NIES is voluntary. If a patient does not wish to take part in the survey, there are processes in place to facilitate opt-outs. Upon confirmation of a patient wishing to opt out of the survey, the PAS office must remove the patient's name from the NIES contact dataset prior to uploading it. This will ensure that the patient does not receive any correspondence about the survey.

STEP 4

Upload dataset to the Patient and Service User Experience Team, HSE.

The NIES contact dataset should be uploaded using the mechanism and schedule outlined below to the Patient and Service User Experience (PSUE) Team, HSE.

Mechanism for transfer of data

HSE ShareFile will be used to facilitate the transfer of contact datasets from hospitals to PSUE

1. A folder will be set up for each hospital and access provided to the two nominated persons.
2. Once the contact dataset is prepared and quality assured by the nominated persons in the hospital, please upload the dataset to the folder on ShareFile, in line with the schedule provided later on in Table 1.
3. The PSUE team will then arrange for access to the files by the NCEP Managed Service, Behaviour & Attitudes, in order to administer the survey.

The nominated persons from each hospital will be invited to take part in a test upload to ensure the process works as intended and to resolve issues prior to May.

Schedule for transfer of data

Please ensure the datasets are received in line with the schedule provided below or else they will not be included in the survey run for that week.

Also, in order to avoid duplicate records, if a patient is included in the contact dataset for Week 1, this patient should not be included again in Week 2 or 3.

Table 1: Schedule for extracting and submitting the NIES contact dataset

Extraction date	Task for hospitals	Deadline for upload of contact dataset
Tuesday 14 May (Week 1)	Extract and quality assure dataset for discharges **1 – 10 May** inclusive.	Upload contact dataset by **5pm** on 16 May 2024
Thursday 23 May (Week 2)	Extract and quality assure dataset for discharges **11 – 20 May** inclusive.	Upload contact dataset by **5pm** on 24 May 2024
Wednesday 5 June (Week 3)	Extract and quality assure dataset for discharges **21 – 31 May** inclusive	Upload contact dataset by **5pm** on 6 June 2024

Death checks

Please note, as per the exclusion criteria above, the contact datasets should only include patients who are alive at the time of discharge.

In order to protect the families or friends of people who pass away during the survey period, death checks will be conducted to reduce the risk of a survey being sent to somebody who has passed away (this includes the initial invitation letter and the reminder letters).

PSUE will monitor rip.ie as publicly available information, and reconcile with the contact datasets provided by the hospitals.

Hospitals are requested to run a weekly monitoring of the list of eligible participants versus the report of known deaths. It is advised to request from the reporting office to build a dedicated report on the basis of the report used to identify eligible participants.

Hospitals are requested to communicate to PSUE any known death of an eligible participant in parallel of recording same within the patient records system in the hospital. Please note, no patient personal data should be sent by email: either upload on ShareFile or call the 2 contacts in PSUE.

What happens next?

The contact datasets will be processed by Behaviour & Attitudes for the purposes of administering the survey to eligible participants.

Data security arrangements, including the date on which you should delete the dataset, can be found in Appendix 2.

Appendix 1. NIES hospital codes

University of Limerick Hospital Group	Dublin Midlands Hospital Group
Croom Orthopaedic Hospital: ULCOH	**Midland Regional Hospital Portlaoise:** MRHP
Ennis Hospital: ULHE	**Midland Regional Hospital Tullamore:** MHRT
Nenagh Hospital: ULHN	**Naas General Hospital:** NGH
St John's Hospital: ULSJH	**St James's Hospital:** SJH
University Hospital Limerick: UHL	**Tallaght University Hospital:** TUD
Saolta University Health Care Group	**RCSI Hospital Group**
Galway University Hospitals: GUH	**Beaumont Hospital:** BHD
Letterkenny University Hospital: LUH	**Cavan and Monaghan Hospitals:** CMH
Mayo University Hospital: MUHM	**Connolly Hospital Blanchardstown:** CHB
Portiuncula University Hospital: PUH	**Louth County Hospital:** LCH
Roscommon University Hospital: RUH	**Our Lady of Lourdes Hospital:** OLOL
Sligo University Hospital: SUH	
Ireland East Hospital Group	**South/South West Hospital Group**
National Orthopaedic Hospital Cappagh: NOHC	**Bantry General Hospital:** BGH
Mater Misericordiae University Hospital: MMUH	**Cork University Hospital:** CUH
Regional Hospital Mullingar: MRHM	**Kilcreene Orthopaedic Hospital:** KOH
Our Lady's Hospital, Navan: OLH	**Mallow General Hospital:** MGH
Royal Victoria Eye and Ear Hospital: RVEEH	**Mercy University Hospital:** MUH
St Columcille's Hospital: SCH	**South Infirmary Victoria University Hospital:** SIVUH
St Luke's General Hospital: SLGH	**Tipperary University Hospital:** TUH
St Michael's Hospital: SMH	**University Hospital Kerry:** UHK
St Vincent's University Hospital: SVUH	**University Hospital Waterford:** UHW
Wexford General Hospital: WGH	

Appendix 2. Security arrangements

The National Inpatient Experience Survey complies with data protection laws including the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. Eligible participants' information will be used for the sole purpose of the survey and will be deleted as soon as the survey is complete. Further details can be found on www.yourexperience.ie.

Each hospital is responsible for ensuring that their National Inpatient Experience Survey contact dataset is secure and must adhere to HSE security policies at individual hospital level.

At all times there must be clarity around:

1. what designated computer the NIES contact dataset is stored on

2. what security measures are in place to ensure that only the nominated person(s) has access to the NIES contact datasets.

Important:

The National Inpatient Experience Survey contact dataset (3 files for each hospital) must be deleted from the designated computer <u>by 21st August 2024</u> by one of the nominated persons.

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